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To: [Covington, Jeryl](#)
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Subject: RE: EPA Complaint Number 01RNO-20-R7: Voluntary Compliance Agreement
Date: Friday, July 22, 2022 4:39:38 PM
Attachments: [image001.png](#)
[Draft MoDNR LEP Plan & Procedures July 2022.docx](#)

Good afternoon!

Please find attached our propose Limited English Proficiency Plan & Procedures, pursuant to the VCA signed by MoDNR on June 8.

Additional materials requested to be provided today are found on our website at:

- External Complaint Response Policy – <https://dnr.mo.gov/ada-non-discrimination>
 - Spanish: <https://dnr.mo.gov/document-search/modnr-policy-111-external-complaint-response-policy-spanish>
 - Cantonese: <https://dnr.mo.gov/document-search/modnr-policy-111-external-complaint-response-policy-cantonese>
 - Mandarin: <https://dnr.mo.gov/document-search/modnr-policy-111-external-complaint-response-policy-mandarin>
 - Vietnamese: <https://dnr.mo.gov/document-search/modnr-policy-111-external-complaint-response-policy-vietnamese>
 - Croatian: <https://dnr.mo.gov/document-search/modnr-policy-111-external-complaint-response-policy-croatian>
- External Complaint Discrimination Form MO 780-2926
 - Spanish: <https://dnr.mo.gov/document-search/external-complaint-discrimination-form-mo-780-2926-spanish>
 - Cantonese: <https://dnr.mo.gov/document-search/external-complaint-discrimination-form-mo-780-2926-cantonese>
 - Mandarin: <https://dnr.mo.gov/document-search/external-complaint-discrimination-form-mo-780-2926-mandarin>
 - Vietnamese: <https://dnr.mo.gov/document-search/external-complaint-discrimination-form-mo-780-2926-vietnamese>
 - Croatian: <https://dnr.mo.gov/document-search/external-complaint-discrimination-form-mo-780-2926-croatian>
- ADA Notice
 - Spanish: <https://dnr.mo.gov/document-search/notice-under-americans-disabilities-act-spanish>
 - Cantonese: <https://dnr.mo.gov/document-search/notice-under-americans-disabilities-act-cantonese>
 - Mandarin: <https://dnr.mo.gov/document-search/guanyumeiguocanjirenfaandetongzhi-notice-under-americans->

- [disabilities-act-mandarin](#)
 - Vietnamese: <https://dnr.mo.gov/document-search/notice-under-americans-disabilities-act-vietnamese>
 - Croatian: <https://dnr.mo.gov/document-search/notice-under-americans-disabilities-act-croatian>
- ADA Grievance Procedures
 - Spanish: <https://dnr.mo.gov/document-search/grievance-procedures-under-americans-disabilities-act-spanish>
 - Cantonese: <https://dnr.mo.gov/document-search/grievance-procedures-under-americans-disabilities-act-cantonese>
 - Mandarin: <https://dnr.mo.gov/document-search/meiguocanjirenfaanxiadeshensuchengxu-grievance-procedures-under-americans-disabilities-act-mandarin>
 - Vietnamese: <https://dnr.mo.gov/document-search/grievance-procedures-under-americans-disabilities-act-vietnamese>
 - Croatian: <https://dnr.mo.gov/document-search/grievance-procedures-under-americans-disabilities-act-croatian>

Please let me know if you have any questions!

Thanks,
Jacob

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